

Amrit Singh Rawat

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SUMMARY

An energetic and enthusiastic Operation Manager, assisting suppliers and resellers for the past 3.10 years to find what they are looking for my skills include assessing prospects, making most of the available options to resellers, and closing a profitable deal. I also take on follow-up roles as and when required. And always give integrity towards work. I have good listening skills with self-Control and always positive attitude.

WORK EXPERIENCE

Mosixtech Pvt Ltd (Shopperts) – 10 May 16 to till now (Operation Manager)

- To proficient in smooth processing of all back –end operations and setting process with key focus on market trends.
- Building, Maintaining and retaining healthy business with or resellers to generated more business from existing resellers.
- Capable in interacting with different suppliers and brands for executing the sales of all latest design and enhancing the overall efficiency of the organization.
- Communicate and negotiated with the existing suppliers and new as well, and give best deal to resellers.
- Possess excellent interpersonal, communication and organizational skills.
- Manage the day to day performance of order fulfilment, returns, transfer and daily replenishment shipments.
- To maintain client service information and company policies (e.g. Returns and issues, shipping information, ordering and payment)
- Sound knowledge of customer choice and preference according to market trends.
- Focus on Ecommerce jargon (i.e. GMV and NMV)
- Adept in interfacing with clients for understanding their requirements & suggesting the most viable solution and cultivating relations with them for customer and supplier retention.
- Acquire brands from the market.
- To handling clients issue, Returns and grievance and give relevant information about the product.
- Review Marketing trends.
- Handling all the brands products, issues and Payment as well
- Conversant in maintaining the TAT specified for the task as per quality for enhanced customer satisfaction level
- To play a vital role while handling overall functioning of processes & implementing processes in the company
- Resourceful at maintaining relationship with suppliers to achieve quality product and service norms by resolving their client service.
- Use TAT to help clients and supplier or brands as well.
- Capable of gathering / updating data to maintain departmental records and databases.
- Customer Retention, Customer Satisfaction.

AWARDS AND RECOGNITION

- Best Go-Getter of the Month award in 2018 from Management Team.
- Letter of appreciation for overall performance and showing commitment towards work and goals.

KEY SKILLS AND CORE COMPETENCIES

Professional

- Able to manage significant changes that may occur in start up.
- Able to Manage Multiple task in one time.
- Sincerity in blood.
- Able to communicate with Suppliers and resellers at all levels.
- Proactive and able to work well with deadlines.
- Motivated by Problem solving.
- Collaborative and very efficient.
- Demonstrated success in managing a team.

Personal

- Commitment to excellence.
- Treating problems or unexpected events as opportunities to learn.
- Motivated by exceeding targets and expectations.

VOLUNTEER WORK

- Helping in company process
- Member of Sustainable Environment Club.
- Member of Organic Farming Club.

EDUCATION

- PGPM- MBA from Fostiima Business School – 2015-2017 With 1st Division
- B.B.A from HNGBU – 2011-2014 with 1st Division
- 12th from C.B.S.E – 2011 with 2nd Division
- 10th from C.B.S.E – 2009 with 2nd division